






Mayor's Action Center
Service Level Attainment Compliance
January 2010

Service Level Agreement	Target Performance			Current Performance	
Speed to Answer Calls	< :20				In compliance with service levels
Abandon Rate	< 5%				In compliance with service levels
Time on Call	< 2:30				In compliance with service levels
After Call Work	< :40				In compliance with service levels
Outbound Calls	>= 90% Outbound Call Rate for Service Closure				In compliance with service levels
Top 5 Service request	Animal (1345)	Trash (828)	Chuckhole (578)	Abandon Vehicle (515)	Zoning Violation (155)